NITRATE TREATMENT PILOT PROGRAM PHONE SURVEY SUMMARY

September 19, 2013

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Results of Household Survey Att	empts		142
Completed surveys	Not Possible: Phone not in service, Change in ownership, hang ups, other	Multiple Attempts (No Answer and/or Did Not Return Messages)	
75	41	26	Households
52.8%	28.9%	18.3%	Percent

Results of Completed Surveys		75
# of Households Still Using the Treatment System	68	90.70%
# of Households Who Have Stopped Using the Treatment	7	9.30%
TOTAL SURVEYED	75	100%

Nitrate Treatment Pilot Program Reverse Osmosis System Customer Satisfaction Survey PHONE SURVEY

Interviewer Script

In 2011 your household received a free Reverse Osmosis (R-O) water treatment system through Yakima County's Nitrate Treatment Pilot Program. We are calling to find out if you are satisfied with the system or if you stopped using it. And if so, why you stopped using it.

Would you be willing to take five minutes to answer questions about your experience with the reverse osmosis system?

1.	. Are you still using the Reverse Osmosis (R-O) system installed by Culligan International? ☐ Yes [Continue to question 2] ☐ No [Skip to question 7]				
2.	Are you satisfied with the system? ☐ Yes ☐ No ☐ Don't know				
	If "not satisfied," please tell us why:				
3.	Do you currently have a maintenance agreement with Culligan International? Yes No				
4.	If you have a maintenance agreement, will you continue to keep the contract for maintenance when the current agreement expires? Yes No Not applicable				
5.	If you do not have a maintenance agreement, what do you do to make sure the system is working properly?				
6.	Have you had your drinking water tested for nitrate since the system was installed? Yes No If yes, what were the results?				
	[Skip to Question 8]				

7. If you answered "no" to question 1, when did you stop using the system?

V_FINAL (updated 9/10/13)

	MonthYear	
	Why did you stop using the system? (Check all that apply) Did not wish to pay the ongoing maintenance fee Could not maintain the system myself Problem(s) with the system. (Please describe:	
8.	Do you currently live in the home? Yes No	
	f you answered no, please indicate why (sold property, use it as a rental, vacant, othe	:r).
9.	Optional Question] Would you recommend this type of treatment system to other nouseholds who get their drinking water from private wells? Yes No	•
	Why/Why Not?	•••••
10.	Do you have additional comments about the treatment system or the Nitrate Treatme Pilot Program that you would like to share with us?	2nt
	Closing Script Thank you for participating in the survey. The results of this survey will help us evaluathe success of the program and may be used for future planning purposes.	te

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